

CUSTOMER FEEDBACK REPORT *for*  
**Safe Step Walk-In Tubs by Galkos  
Construction Inc**



REVIEW

KELLIE G.  
Carson City, NV  
Aug 02, 2018



The seat is too hard and it does not retain the water like it should, and it is way more money than it should have ever been.

REVIEW

LINDA W.  
Yerington, NV  
Jul 28, 2018



I love my tub.

REVIEW

Private V.  
Reno, NV  
Jul 26, 2018



I am finding it very hard to make them understand that this tub doesn't fit me and they want to sell me a walk in shower for \$18,000. I want them to cancel it and give me back my money. The first tub leaked and ruined my tile. The idea is great but not worth the money.

REVIEW

Deena Y.  
Berkeley, CA  
Apr 05, 2018



At first I thought I was spending an awful lot of money for the tub in my tiny bathroom but I am very happy with the results. The walk in tub is everything that I had hoped it to be. Bathing has become a therapeutic and pleasant routine in my life. I not only got a great spa/tub I got a beautiful little bathroom. The construction crew installed a new tile floor, repaired wood rot found in the bathroom floor and wall and cleared out the plumbing which my plumber didn't do properly. So I feel like I pretty much got a mini remodel for the price of the tub. I feel very fortunate to have had the experience with Galkos Construction.

15262 Pipeline Lane  
Huntington Beach , CA  
92649  
(714) 892-5202  
[www.galkos.com](http://www.galkos.com)

**GUILDMEMBER SINCE 2015**

As a GuildQuality Guildmember, Safe Step Walk-In Tubs by Galkos Construction Inc relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Safe Step Walk-In Tubs by Galkos Construction Inc in Los Angeles, CA; San Diego, CA; Bakersfield, CA; Apple Valley, CA; Stockton, CA; Reno, NV; Oceanside, CA; San Francisco, CA; Sacramento, CA; San Jose, CA; and 383 other cities in California, Nevada, Connecticut and Michigan.

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REVIEW

Patrick R.  
Rialto, CA  
Apr 01, 2018



In order to get in tub and close the door you need to sit first. I mostly wanted the tub for the air and water (spa like) features. Being close to 70 I figured it might come in handy in a few years if I need a "safe tub". However, being the tub I would use for visitors, I said I would also like to be able for visitors to use as a shower. The salesman had a wall mounting fitted and a suggested to put in a shower curtain. Sounded easy enough! I had a shower curtain made to fit inside the tub to the seat. However, the way the tub is made the curtain can't go all the way to the back wall. I did buy a water guard from a local store which worked okay for the back wall. The front of the tub where the shower head is has a grout line a few inches from the wall where the water goes and rolls down to the floor. Have to figure something out for that problem! Also, I love the idea of the aromatherapy feature, however, I can't even smell it! I guess I expected it to be a strong fragrance like candles or oil lamps. I'll enjoy it for relaxing in occasionally with the bubbles and jets, but somewhat disappointed and probably would not have purchased for the reasons stated if I was aware before purchasing. I also didn't figure in that if someone else needed assistance in bathing, it would be somewhat difficult to help that person.

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REVIEW

Vincent P.  
San Pedro, CA  
Mar 26, 2018



I was very satisfied with the way it was presented and with the install. I enjoy the tub.

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REVIEW

Patricia T.  
Carson City, CA  
Mar 23, 2018



The Walk-In tub has met or exceeded our expectations. The competency and professionalism of the installation contractor was outstanding. From our initial conversation with the Safe Step representative to final instruction by the installers, our interactions were very positive.

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REVIEW

Jean K.  
Claremont, CA  
Mar 20, 2018



My mother-in-law finds the tub very comfortable and is very happy with it.

REVIEW

Arthur L.  
Hesperia, CA  
Mar 13, 2018



We are very satisfied with the quality and everyone in the family uses it.

REVIEW

Liz J.  
Compton, CA  
Mar 09, 2018



This is the best choice I have ever made!

REVIEW

Roger W.  
Grass Valley, CA  
Mar 09, 2018



I think that the lock needs to be better. It needs to actually click, so that there is no chance of possibly emptying the tub if you just nudge the thing. Also, the shower head needs to last for more than a day. The tub and the light show on the tub are wonderful, but it has those two major faults.

REVIEW

Leroy B.  
Rocklin, CA  
Mar 07, 2018



They were very professional and clean. It was just fantastic.

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REVIEW

Norman B.  
Bakersfield, CA  
Mar 07, 2018



A very good company to do business with! With very professional people.

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REVIEW

Rupert  
Walnut Creek, CA  
Mar 06, 2018



We are very satisfied.

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REVIEW

Burnette M.  
San Bernardino, CA  
Mar 03, 2018



I am totally happy with it.

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REVIEW

Evelyn R.  
Oakley, CA  
Mar 03, 2018



They were very good.

REVIEW

John S.  
Modesto, CA  
Mar 03, 2018



It has been totally great and I enjoy it.

REVIEW

Judy C.  
Apple Valley, CA  
Mar 03, 2018



They were professional, polite, and everyone was nice.

REVIEW

Estela P.  
Inglewood, CA  
Mar 03, 2018



Thanks to the Walk-in Tub, my husband is able to bathe after his hip surgery. It is one of the best investments we've made.

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REVIEW

Pedro G.  
Barstow, CA  
Mar 03, 2018



The issues have hindered my wife from using it. I have not had any issues with it personally but I bought it for her

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REVIEW

Henderson  
Chino Hills, CA  
Feb 27, 2018



I am very happy with my tub. Step Walk-In Tubs by Galkos Construction Inc did a great job!

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REVIEW

James E.  
Riverside, CA  
Feb 23, 2018



I would like for it to be a little cheaper.

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REVIEW

Shirley H.  
Redding, CA  
Feb 23, 2018



I love it. I feel so safe in it, it's really very nice.

REVIEW

Gladys Edwards  
Inglewood, CA  
Feb 22, 2018



I am enjoying my tub! I especially love my back and foot massage!

REVIEW

Sugajski  
Littlerock, CA  
Feb 21, 2018



The only thing that was bad about the whole thing was that the finance company took me over to the collection agency but I never received the billing paperwork. They were sending it to the wrong address the whole time and now I am listed as a delinquent. I would like that removed because they were sending the paperwork to the wrong address.

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REVIEW

Edward E.  
Oceanside, CA  
Feb 19, 2018



I wish I could have talked my wife into getting this before she passed away. I could never use the tub because it was too hard to get in/out of, but the Safe Step makes it easy.

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REVIEW

Marsha T.  
Huntington Beach, CA  
Feb 19, 2018



I just love it! It helps with my bad back.

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REVIEW

Roland S.  
Arcadia, CA  
Feb 16, 2018



When you are old and your knees don't work as well it is great. My grandsons also love it.

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REVIEW

Lynn S.  
Whittier, CA  
Feb 16, 2018



It was a great experience and everything went very smoothly. I was very satisfied. It was very expensive, but I knew that going into it so it did not phase me.

REVIEW

Harry B.  
Anaheim, CA  
Feb 16, 2018



The workmen were exceptional, and the quality of their work was amazing! They did much, much more than I expected. I had a bad plumbing pipe, and the quality of the work is outstanding. I'm very pleased!